



RENTAL CONDITIONS APOLLO NEW ZEALAND

Camper rate includes:

Rates include: 15% Goods and Service tax and Rates include unlimited kilometers. Each vehicle is supplied with a complimentary Road Atlas and campground guides.

Each vehicle is supplied with a complimentary Apollo Welcome Pack for the first night. The pack contains matches, mini shampoo and conditioner, dishwashing liquid, sponge, soap, salt and pepper, coffee, tea and sugar sachets.

Each vehicle is supplied with complimentary general equipment (such as pegs and clothes line, dustpan/brush, fire extinguisher, bucket/hose and broom).

Each vehicle is supplied with complimentary living equipment (such as bedding, cooking equipment, eating utensils, bath and tea towels).

Camper rate is exclusive of:

Rates exclude one-way fees and all Liability Reduction Options and Extras.

Deposit/credit card

Apollo only accepts Visa, MasterCard, American Express and Diners Club. Visa and MasterCard will incur an additional 2% surcharge on any transaction. American Express and Diners Club will incur an additional 4.5% surcharge on any transaction.

For security purposes, only a credit card can be used to provide a deposit. The credit card holder must be present and able to sign for the deposit upon vehicle collection. The credit card holder is jointly and severally liable for any damage to the rental vehicle.

The deposit is fully refundable when the vehicle is returned to the correct location on time, is full of fuel and all other terms of the Rental Contract have been complied with. If there is damage to the vehicle on its return, the deposit will be used to cover the cost of such damage up to the amount of the relevant Liability. However, if the terms of the Rental Contract are breached and the deposit is insufficient to cover the damage than any extra cost will be charged.

Cancellations

- If cancelled 25+ days prior to pick-up and 7 days or more after the booking date - \$250 cancellation fee.
- If cancelled 7 to 24 days prior to pick-up - 20% of Net Rental (minimum \$250).
- If cancelled less than 7 days prior to pick-up - 50% of Net Rental (minimum \$250).
- If cancelled on the day of pick-up or no-show - 100% of Net Rental.

Standard Liability

Apollo's rental charge includes a Standard Liability of \$5,000 for the Hitop Campervan and Euro Tourer. For all other vehicles a \$7,500 Standard Liability applies.

A deposit of \$5,000/\$7,500 will be collected at the time of entering into the Rental Contract.

Payment of this deposit is only accepted by credit card. The deposit will be debited to the credit card account immediately. An administration fee equal to the merchant surcharge applies.

Road User Charge Recovery Fee: The Road User Charge Recovery Fee will be calculated and collected on return of the vehicle based on the kilometers traveled during the hire.

The fee per 100km is as follows:

Hitop: Nil

2 Berth ST: \$4.96

4 Berth: \$4.84

6 Berth: \$5.13

We reserve the right to amend the Road User Charge Recovery Fee upon Government intervention.

Administration Fees / Taxes

A charge of 10% of the total cost will be levied to cover administration fees, government fees, duties and other associated costs. Administration fees can be either prepaid or paid at the rental counter on collection of the vehicle.

Exchange Rate / Currency Variations

All credit card transactions are conducted in New Zealand dollars. Due to exchange rate fluctuations there could be some variance in the amount refunded compared to the amount initially charged. We do not accept any liability for variances up or down. Refunds by credit card can take up to 15 working days depending on the renter's Financial Institution.

Driver requirements

A current and full motor vehicle driver's license is required. If the driver's license is not in the English language then an international driver's license is also required. An accredited English translation will be accepted in lieu of an international driving permit. The driver's license must have been held for at least two years and be valid for the whole length of the rental. The original driver's license must be shown at time of pick-up when the driver is present. Drivers must be 21 years of age or over. For drivers 75 years of age or over, a current medical certificate stating that the customer is fit to drive for the duration of the hire is required upon vehicle collection.

Minimum rental period

The minimum rental period for all vehicles is seven days.

Between 15 December 2011 and 10 January 2012 and 15 December 2012 and 10 January 2013, a minimum rental period of 14 days applies. Minimum rental periods are subject to change during peak periods.

One-ways

A one-way fee rental fee of \$250 is charged for rentals between the North and South Islands and vice versa, where pick-up is between 1 October 2012 and 31 March 2013.

If the renter wishes to change the drop-off destination after the rental has commenced, they first must obtain authorization from the Apollo Head Office. Subject to the change being approved, a minimum additional charge of \$700 will apply.

Changes

If you wish to make any changes to your booking the updated booking will be calculated by using either the original fl ex rate or the fl ex rate that is valid at the time of the booking change, depending on whichever rate is higher. There are no exceptions to this rule. The following situations are classified as booking alterations:

- Change of date for vehicle pick-up or drop-off
- Change of location (depot) for vehicle pick-up or drop-off
- Change of vehicle category
- Name change

If you decide to extend your rental duration (changing the drop-off date) by 2 days the same flex rate is used that applied on the day when you made your original booking. If you extend by 3 days or more, the booking change rule applies as outlined above. If an amendment is made to the rental dates within 14 days of collection, no refund will be made if the length of hire is shortened (that is; the rental will be charged at the number of days originally booked). There is no refund for late pick-up or early return of vehicle. A relocation fee may apply if the collection or return location is amended within 14 days of vehicle pick-up or if notification occurs during the hire.

Transfers

Vehicles must be collected and returned to our branches (not airports). A transfer to the Apollo branch from the Airport and vice versa is provided free of charge.

Picking up the vehicle

Branches are open seven days a week, 8:00 am to 4:30 pm. Branches will be closed Christmas Day, New Years Day and Good Friday.

Vehicle Changes

Should the vehicle booked be unavailable through unforeseen circumstances, Apollo reserves the right to substitute an alternative vehicle without prior notification and at no extra cost. This shall not constitute a breach of contract and does not entitle the renter to a refund.

Vehicles cannot be requested by make or model, only by vehicle category.

Should the renter decide to take a lesser vehicle than booked within 14 days of pick-up or during the rental then they will not be entitled to any refund.

Pets and animals

Pets and animals are not allowed in the vehicle.

Smoking

Smoking is not allowed in our vehicles.

Options

L.P. Gas Refill Service Fee: The gas bottle(s) is supplied full.

A service fee is payable on pick-up of the vehicle:

\$25 – Hitop Campervan, 2 Berth S/T Camper

\$35 – 4 and 6 Berth Motorhomes

The gas bottle can be returned empty to Apollo at the completion of the rental. The fee applies for each part of a multiple rental.

Additional Products

- Camp Chairs - \$17 each per rental
- Camp Table - \$24 per rental
- GPS - \$10 per day up to a maximum of \$100 per hire
- Snow Chains - \$50 per rental (must be pre-booked)
- Mountain Bike (including helmet) - \$6 per day up to maximum \$240 (must be pre-booked. Maximum 2 bikes per vehicle, only available in 4/6 Berth).
- Heater/Fan - \$15 per rental
- Toilet Chemicals - \$2.50 each
- Baby Seats - Baby seats (must be pre-booked) suitable for children 6 months to 3 years of age can be fitted to the Motorhome Range. Cost is \$30 per rental. Baby seats cannot be fitted to the Hitop or 2 Berth S/T Camper.
- Booster Seats - Booster seat (must be pre-booked) suitable for a child between 3 and 8 years of age can be supplied for the Motorhome Range. Cost is \$30 each per rental. Booster seats cannot be fitted to the Hitop or 2 Berth S/T Camper.

- First Aid Kits - A First Aid kit is supplied in every vehicle. If the seal is broken or the kit is not returned the kit becomes the property of the renter and a \$50 fee is charged when the vehicle is returned.

Ferry Reservations

Ferry reservations can be difficult to manage during high season. We recommend that a reservation is made for a 7.3m vehicle on the ferry, irrespective as to the size of the motor home reserved, to avoid complications due to possible upgrades.

Travel Restrictions

Two Wheel Drive Vehicles can only be driven on sealed/bitumen roads. The only exception to this is the loose road surface on any major ski field access roads or any recognized campground access road less than 12 kilometers in length.

No vehicle shall be driven on Skippers Road (Queenstown), Ninety Mile Beach (Northland), Ball Hut Road (Mt. Cook), Bluff Road that runs between Kuatunu and Mataurangi and North of Colville Township (Coromandel Peninsula).

Apollo reserves the right at its sole discretion to restrict vehicle movements in certain areas due to adverse road or weather conditions, and the distance to nominated destinations in relation to the length of the rental period.

Repairs

Although we run late model vehicles, it may happen that small repairs are required. Repairs up to \$100 may be affected without authorization and will be reimbursed unless the damage is caused by the renter. For amounts over \$100, Apollo will need to be informed in advance. All vehicles are enrolled in the New Zealand Automobile Association and 24hr emergency roadside assistance is available.

Infringements and Administration Fees

Apollo reserves the right to charge the renter for any speeding, toll way or parking fines not reported on return of the vehicle.

In addition to these costs, Apollo reserves the right to charge for associated administration costs for processing the fines (irrespective of excess). An administration fee of \$75 per fine will be applicable.